

LANDLORD/TENANT SPECIALIST

GRADE: 20

FLSA: EXEMPT

CHARACTERISTICS OF CLASS:

The Landlord/Tenant Specialist performs intermediate professional and administrative work involving landlord and tenant affairs including complaint intake, mediation and investigation and serves as staff representative to the Landlord/Tenant Commission. Incumbent administers all facets of the program ensuring compliance with the Landlord/Tenant Ordinance of the City of Rockville. The work is proactive requiring continuing personal contact with the general public, landlords and Commission members. The physical demands are good under somewhat disagreeable working conditions due to stress involved in mediation of disputes. The incumbent's work has meaningful impact on specific cases and is subject to general supervisory review.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Administer, implement and adjudicate landlord/tenant issues.
- Takes complaints and other inquiries for advise and/or assistance from both landlords and tenants and decides appropriate action necessary to address such complaints.
- Acts as mediator for various landlord/tenant issues.
- Prepares quarterly and annual reports and other documentation as required.

- Prepares and distributes public information material on landlord/tenant activities ensuring that the public has a proper understanding of the landlord/tenant programs.
- Writes memoranda and correspondence on related landlord/tenant issues.
- Recommends action on landlord/tenant cases to the Landlord/Tenant Commission.
- Performs administrative duties and prepares for Landlord/Tenant Commission meetings.
- Prepares information and details for formal hearings.
- Ensures that the Landlord/Tenant Commission has all the facts and a proper understanding of cases.
- Meets with landlords and tenants on various landlord/tenant issues.
- Discusses cases with mediation, legal and code enforcement personnel.
- Informs and advises landlords on applicable City and State laws affecting their investments and responsibilities.
- Advises the real estate industry of prevailing Landlord/Tenant law and assists in meeting the provisions of the law.
- Investigates and conciliates alleged or apparent violations of Landlord/Tenant ordinance.
- Performs all tasks in a efficient and effective manner.
- Performs other Neighborhood and Community Services functions.
- Performs other work as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to graduation from an accredited college or university with major course work in business, urban planning, urban real estate, public administration or related field and two years experience working in a position, which demonstrates the successful use of the dynamics necessary for conflict mediation and facilitation. Possession of an appropriate driver's license valid in the State of Maryland.

Preferred Knowledge, Skills and Abilities:

- Considerable knowledge of the State of Maryland Real Property laws and regulations.
- Considerable knowledge of investigating principles, techniques, and practices of landlord/tenant law enforcement, complaint intake and dispute resolution.
- Working knowledge of housing and real estate.
- Working knowledge of the principles, practices and organization of local governments.
- Working knowledge of real estate practices and law, planning, and budget practices.

- Ability and/or training in mediation, facilitation, negotiations and/or arbitration.
- Ability to provide information and to convey explanations of highly complicated regulations and requirements to laymen in a concise, accurate and clearly understandable way.
- Ability to establish and maintain effective working relationships with consultants, property owners, residents, occupants, other City employees, federal and county officials, and the general public while under difficult, involved and often contentious circumstances which require the exercise of considerable tact and discretion.
- Ability to present relevant information clearly and concisely, orally and in writing to groups and individuals.
- Ability to make decisions recognizing established precedents and practices, and to use resourcefulness and tact in dealing with problems for which there has been no precedents established.